

MAY 11 2004

Appl. No. 09/593,978

OFFICIAL

PATENT
Docket No. EPI-023 US
7008082001

Certificate of Mailing/Transmission (37 C.F.R. § 1.8(a)):

[] Pursuant to 37 C.F.R. § 1.6(d), I hereby certify that this paper and all enclosures are being sent via first-class mail on the date indicated below to the attention of Examiner Michael S.A. Delgado at Facility No. 7001872-9306

Dated: May 5, 2004

Name of Person Certifying: Sheila Badon

Printed Name: Sheila Badon

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No.: 09/593,978
Applicant: Manu Kumar
Assignee: E.piphany, Inc.
Filing Date: June 13, 2000
Title: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO MONITOR AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE
Examiner: Michael Delgado
Group Art Unit: 2144
Attorney Docket: EPI-023 US (7008082001)

ANE, 1
2/28
8/30/04
RCE data
8/5/04

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

In response to the final Office action mailed on February 6, 2004, please amend this application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.

PA:52128125, U/2024468-7008082001

9/5/04 11:21 AM

PAGE 3/12 * RCVD AT 5/6/2004 5:50:46 PM [Eastern Daylight Time] * SVR:USPTO-EFXXF-1/4 * DNS:8729306 * CSID:6508494800 * DURATION (mm-ss):03-08

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